

Utility Inquiry Reasons

January to December 2001

Utility Type	Inquiry Reasons	No. of Inquiries
<i>Cellular</i>		
	Billing	19
	Disconnection	2
	Rates/Policies	6
	Refusal to provide service	3
	Service quality/repair	12
	Total	42
<i>Competitive Local Exchange Carrier</i>		
	Billing	78
	Disconnection	63
	Line extension/upgrade charge	9
	Rates/Policies	13
	Refusal to provide service	7
	Service Outage	1
	Service quality/repair	21
	Slamming	87
	Switching	4
	Total	283
<i>Customer-Owned Coin Operated Telephones (COCOTs)</i>		
	Billing	3
	Service quality/repair	1
	Total	4
<i>Gas Distribution Companies</i>		
	Billing	105
	Deposit	3
	Disconnection	59
	Line extension/upgrade charge	1
	Product Services	1
	Rates/Policies	32
	Refusal to provide service	21
	Safety	2

Service quality/repair	37	
Slamming	1	
Total		262

Intrastate Gas Pipeline Companies

Billing	1	
Disconnection	1	
Refusal to provide service	1	
Service Outage	1	
Service quality/repair	2	
Total		6

Investor-Owned Electric Utilities

Billing	144	
Deposit	8	
Disagree	1	
Disconnection	90	
Line extension/upgrade charge	24	
Non-Jurisdictional	2	
Rates/Policies	36	
Refusal to provide service	20	
Safety	3	
Service Outage	11	
Service quality/repair	79	
Total		418

Investor-Owned Water Companies

Billing	12	
Disconnection	5	
Non-Jurisdictional	1	
Rates/Policies	4	
Refusal to provide service	2	
Service quality/repair	7	
Total		31

Local Exchange Carriers

Billing	211	
Customer Record Error	1	
Deposit	5	

Disconnection	87	
Line extension/upgrade charge	119	
Non-Jurisdictional	18	
Product Services	2	
Rates/Policies	72	
Refusal to provide service	54	
Safety	4	
Service Outage	8	
Service quality/repair	431	
Slamming	2	
Switching	6	
Total		1020

Long Distance Carriers

Billing	637	
Customer Record Error	3	
Disconnection	422	
Line extension/upgrade charge	4	
Non-Jurisdictional	9	
Product Services	2	
Rates/Policies	75	
Refusal to provide service	55	
Service Outage	1	
Service quality/repair	37	
Slamming	262	
Switching	10	
Total		1517

Municipal Water Utilities

Billing	1	
Total		1

Municipally Owned/Colleges and Universities/Housing Authorities

Disconnection	1	
Service quality/repair	1	
Total		2

Operator Services

Billing	9	
---------	---	--

Rates/Policies	2	
Refusal to provide service	1	
Service quality/repair	1	
Slamming	1	
Total		14

Personal Communications Service (PCS)

Billing	7	
Deposit	3	
Disconnection	3	
Line extension/upgrade charge	1	
Rates/Policies	2	
Refusal to provide service	1	
Service quality/repair	7	
Total		24

Radio Common Carriers

Billing	1	
Disconnection	1	
Total		2

Rural Electric Cooperative Corporation

Billing	59	
Deposit	5	
Disconnection	58	
Line extension/upgrade charge	8	
Rates/Policies	16	
Refusal to provide service	10	
Safety	2	
Service Outage	2	
Service quality/repair	30	
Total		190

Sewer Utilities

Billing	2	
Rates/Policies	3	
Service quality/repair	2	
Total		7

Water Associations

Billing	9	
---------	---	--

Disconnection	9	
Line extension/upgrade charge	3	
Rates/Policies	5	
Refusal to provide service	4	
Service quality/repair	10	
Total		40

Water Districts

Billing	41	
Deposit	1	
Disconnection	17	
Line extension/upgrade charge	17	
Rates/Policies	21	
Refusal to provide service	15	
Service quality/repair	41	
Total		153
Grand Total		4016